RECORDS PROGRAM ~ OPERATING PROCEDURES

Retention Schedules (Management & Implementation)

Microfilming Processes

Electronic Records (Doc DNA & Web) Retention

Records to State Records
Center or State Archives

Customer Service
Quality Control
Data Integrity
are the core of our
business operating
procedures

New File Creation & Labeling

Filing; All Components

Confidential Records

File Name Changes / Edits

Scanning Documents

Information w/in Databases (Current & Past Records)

E-Mail Searches (ITE & Legal Staff) Requests

Open Records Requests (phone, e-mail, fax & letter)

Files

Walk-in Requests (Public & Staff)

Payment & Fees

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